



DEPARTMENT OF GENERAL SERVICES
Procurement Division

February 7, 2005

RE: RFP DGS-2053 Addendum #6

TO ALL INTERESTED BIDDERS:

Revised RFP pages reflecting Addendum #5 to RFP DGS-2053 are provided in a separate file. This addendum makes changes or corrections to the following RFP Sections:

SECTION 1

- Section 1.2.5 Movement Toward Convergence and Other Considerations (Section 1, page 5): Changed the phrase “converged Technologies” to “convergence” in the title and in the second paragraph.

SECTION 4

- Section 4.3.3. Contractor Responsibility (Section 4, Pages 4 and 4a): Added language describing the elements of the Business Plan. Changed “convergent technologies” to “Convergence in the last line on page 4-4.

SECTION 5

- Exhibit 5-K. Customer Reference Form (Section 5, page 22): Corrected scoring value on first line.

SECTION 6

- Section 6 Business and Technical Requirements (Section 6, page 1a): Added definitions of some commonly used terms.
- Section 6.2.1.2 Long Distance Service Certification (Section 6, page 3): Modified language to include subcontractor(s) and business partner(s) as acceptable certified parties for the long distance requirement.
- Section 6.3.1 Voice Network Design (Section 6, page 7): Deleted Transmission Migration and added Security.
- Table 6.3.14.a Advanced Call Routing (Section 6, page 25): Changed ICR to ACR.
- Table 6.4.4a Central Office Exchange Enhanced Services and Features (Section 6, page 43): Added Privacy and modified description of Privacy Release.
- Section 6.5.2 Security (Section 6, pages 61 and 62): Modified the language on professional support and changed the evaluation criteria.

- Section 6.6.1 WAN Backbone Design (Section 6, page 66): Modified explanation of proposal requirements. Deleted requirement for quarterly submissions. Added language regarding evaluation of all data services. Deleted Transition Migration requirement.
- Section 6.6.7.1 Frame Relay Section 6, page 87): Added sentence regarding local access.
- Table 6.6.7.2. ATM Features (Section 6, page 92): Added OC12 ATM Port and OC48 ATM Port to the Mandatory-Optional Table.
- Table 6.6.7.3a ATM and Frame Relay Management Service Features (Section 6, page 94): Changed the title and some of the description of the last item (Web Service).
- Section 6.7.2 Security (Section 6, page 107): Modified the language on professional support and changed the evaluation criteria.
- Section 6.8 Alternate Technologies (Section 6, page 109): Changed the phrase “converged technologies” to “convergence”.
- Section 6.8.1 Voice over Internet Protocol (Section 6, page 111): Modified requirements for E9-1-1 Compliance.
- Sections 6.8.1.1 Central Office Network Based VoIP Design Model (Section 6, page 113): Added qualifier regarding assumed pathways.
- Section 6.8.1.2 Premises Based Fully Managed VoIP Design Model (Section 6, page 114): Added qualifier regarding assumed pathways.
- Section 6.11.1.1 General DGS/TD Responsibilities (Section 6, pages 132 and 133): Deleted “(M)” reference in the title and the Bidder Response section on page 133.
- Section 6.11.1.2 Contractor’s General Responsibilities (Section 6, page 133): Changed format of first paragraph. Deleted “as noted below” from second bullet and “of the contract” from the last bullet.
- Section 6.11.4 Provisioning and Implementation (Section 6, page 135): Deleted references to “relational database”.
- Section 6.11.6.1 Transition Orientation and Training (Section 6, pages 140 and 141): Changed “ICR” to “ACR”.
- Section 6.11.6.2 Contract Services Training (Section 6, page 142): Changed “ICR” to “ACR”.
- Section 6.11.6.3 Classroom/Seminar Educations and Training (Section 6, page 143): Changed “Converging Technologies” to “Converged Services”.
- Section 6.11.6.4 Contract Management Training (Section 6, page 144): Changed “ICR” to “ACR”.
- Section 6.12.4.2 Contractor Invoice Audit Responsibility (Section 6, page 154): Modified language to include verification process and State’s rights for audits.

- Section 6.15.1 Service Level Agreements, Introduction and General Requirements (Section 6, page 165): Added qualifier to the end of the third bullet regarding SLAs from subcontractors.
- Section 6.15.6 Table C Contract Management and Client Services (Section 6, page 193): Added reference to establishing implementation timeline. Added Tool and Reports inventory and schedule to Measurement list. Modified description of Objectives.
- Section 6.15.6 Table C Contract Management and Client Services (Section 6, page 194): Tools Availability: Added qualifying description to the Measurement section, added section number references, and changed Client Rights and Remedies. Added Tools: Time-To-Repair Clients section.
- Section 6.1536 Table C Contract Management and Client Services (Section 6, page 194a): Report Delivery Intervals: added section number references, changed Client Rights and Remedies, and modified objectives.
- Section 6.15.6 Table C Contract Management and Client Services (Section 6, page 195): Administration Fee Reports Delivery Interval: added section number references and deleted third bullet. Modified DGS/TD Rights and Remedies. Late payment of Administration Fees to DGS/TD: changed due date of fees and modified DGS/TD Rights and Remedies.
- Section 6.16 Fiscal Management (Section 6, page 207): Deleted “a” from the first line of the second paragraph and clarified the reference at the end of the page.
- Section 6.16.2.4 Trouble Tickets/SLA Credits Fiscal Reports (Section 6, page 213): Modified third bullet from the top of the page for clarification.
- Section 6.17 Management Tools and Reports (Section 6, page 218): Added reference to Section 6.16 in opening paragraph and qualified time to provide functionality in 5th bullet. Added to 15th bullet.
- Section 6.17.4 Service Provisioning and Tracking System (Section 6, page 221): Modified language to include other methods of submitting orders.
- Section 6.17.4 Service Provisioning and Tracking System (Section 6, page 222): Modified language in first paragraph at the top of the page and the beginning of the Minimum Requirements.
- Section 6.17.5 On-Line Ordering Tool (Section 6, page 222): Redefined the equipment that requests may be processed on.
- Section 6.17.9.1 Minimum SLA Report Requirements (Section 6, page 226): Added requirement for location of reported trouble.

SECTION 7

- Cost Table 6.6.2.6 Extended Carrier Services (Section 7, page 35): Added reference to other cost tables in the heading.
- Cost Table 6.6.7.1 Frame Relay (Section 7, page 43): Added reference for CIR pricing.

- Cost Table 6.6.7.4 Extended Frame Relay (Section 7, page 48): Added reference to cost table 6.6.7.1.a in the heading.

SECTION 9

- Table 9.5.3-B, Possible Scored Technical Evaluation Points (Section 9, Pages 4 and 4a): Added evaluation point breakdown for both voice network design and for data services depicted in the data network design. Deleted scoring for Security and reassigned the points elsewhere.
- Table 9.5.3-B, Possible Scored Technical Evaluation Points (Section 9, page 5): Deleted scoring for Security and reassigned the points elsewhere.

APPENDIX B

- Appendix B, Section 60 Administrative Fee (Appendix B, page 34): Modified language regarding application of CPI adjustments. This change was published in Addendum 1 but was not named in the Addendum 1 cover sheet.
- Appendix B, Section 61 Invoices and Payments (Appendix B, pages 34 and 35): Added reference to Attachment 8 and the need to name Subcontractors and Business Partners for invoicing purposes.
- Appendix B, Attachment 8 Subcontractors/Business Partners Authorized To Bill CALNET Customers For Services Provided (Appendix B, page 77): Added form to name Subcontractors and Business Partners that are authorized to bill customers under the CALNET II Contract.

The above synopsis is a summary; please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum. When this addendum is posted on the CALNET II RFP home page, RFP Sections 1,4,5,6,7,9, and Appendix B will be updated on the CALNET II home page with these changes as well.

Please send any questions to me via e-mail.

Sincerely,

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variety of vendors can work with a primary bidding partner to create competitive consolidated solutions and meet the outlined requirements.

The contract length is planned for five years with two one-year options (5+1+1). The base period and options provide Bidders with an assurance of five years, and a possibility of seven years over which revenue may be generated. This term should be long enough to allow most Bidders to recoup their anticipated investment, while offering competitive rates. The State expects that the CALNET II proposals will reflect overall lower pricing than currently available on the CALNET I Contract, and will offer discounted pricing based on the anticipated **total volume of the Contract** now and throughout the new contract period.

The transition from the existing service providers to the new CALNET II Contractor will be at no additional cost and should provide minimal disruption to State and local agencies. The contractor will be required to maintain or replace the existing contracted services under CALNET I, maintain current telephone numbers, and train users on the new systems at no additional cost. If the successful contractor bids a solution that is not consistent with existing agency owned equipment and environments, they will also be required to replace or provide the equipment needed to accomplish the transition at no additional cost. Transition and implementation of the CALNET II solution should commence as quickly as possible, and is expected to be completed within 12 to 18 months after award.

This information is not comprehensive, so please read the RFP carefully to discern other details and requirements.

1.2.5 Movement Toward Convergence and Other Considerations

The DGS/TD considers the convergence of voice and data services to be very important in how services should ultimately be provided within California government; however, it is determined to be risky and impractical to move on a wholesale basis from the current environment directly to converged services that could have a significant fiscal or operational impact upon government agencies.

Many discussions were held about the right time for the State to implement converged services, and how that could best be accomplished. The DGS/TD recognizes that some customer agencies are anxious to converge services as soon as possible (a very small number already have some converged services), while there are many other customers that may not require a move to convergence for quite some time because it is not necessary to meet their business needs and/or it is not cost effective. For instance, some services that hold promise for eventual statewide benefit such as Voice over Internet Protocol (VoIP) and integrated messaging, are not yet ready for mainstream

- The contractor will commit pursuant to provisions of performance deficiency charges, that corporate staff and resources commensurate with the size and complexities of the contract, will be assigned to support services throughout the term.
- The contractor will inform the state in writing, or if permissible, make available any agreements with affiliates or subcontractors that impact the terms and conditions of the contract.

4.3.2 DGS/TD Oversight

The DGS/TD will:

- Exercise statewide management and oversight of contract utilization and deployment, including contractor provisioning and maintenance of products and services.
- Perform a strong customer advocate role to ensure the contractor continuously provides responsive service to customers.
- Provide centralized contract management and oversight to monitor adherence to terms and conditions by the contractor, and to validate cost effectiveness of the contract.

4.3.3 Contractor Responsibility

The Contractor will:

- Comply with the requirements defined in the RFP and subsequent Contract, including the business support and technical requirements detailed in Section 6, Business and Technical Requirements.
- Comply with the terms and conditions of the contract.
- Ensure that key personnel as defined below and support staff and/or resources are in place upon award of the Contract and available to support Contract implementation.
- Submit within 30 days of the Contract effective date, and annually thereafter, a Business Plan as referenced in Appendix B, Model Contract Language, Section 52, (f) that demonstrates that qualified staff and resources are available to support the activities consistent with the terms and conditions of the Contract. The Business Plan shall include elements that will provide at a minimum:
 - Identity of appropriate staff resources dedicated to the Contract, as demonstrated by:
 - A list of personnel classification assigned with required skills defined for each classification
 - An organization chart of personnel assigned to the Contract

- Brief resume statements of key management for the Contract, including but not limited to the following:
 - a) Executive Officers
 - b) Dedicated Contract Program Manager
 - c) Implementation/Project Manager (as applicable to transition completion)
 - d) Operations Manager
 - e) Marketing Manager
 - f) Technical Manager
- All key management must be available to work in California at the request of the State and at the State's designated location, and at no cost to the State

4.4 REQUIRED NETWORK SERVICES

The State has requirements for a broad range of voice network, line-side, data, video and other telecommunications services. The DGS/TD requires the contractor at a minimum to provide those services listed in Section 3, Current Environment and detailed in Section 6, Business and Technical Requirements.

In addition, the State recognizes the telecommunications environment is moving towards convergent technologies that may impact how it conducts business in the future. To ensure it can

CUSTOMER REFERENCE FORM EXHIBIT 5-K Continued

1. Customer Satisfaction Rating:

On a scale from one (1) to ten (10) with ten being the highest rating, how would you rate the Bidder's overall performance in completing the contract requirements. (Please indicate one number only to rate the Bidder's performance)

- a. How would you rate their effectiveness in installing their new services, and/or transitioning to their services from previous service provider(s)?

1 ____ 2 ____ 3 ____ 4 ____ 5 ____ 6 ____ 7 ____ 8 ____ 9 ____ 10 ____

- b. How would you rate their service delivery and performance?

1 ____ 2 ____ 3 ____ 4 ____ 5 ____ 6 ____ 7 ____ 8 ____ 9 ____ 10 ____

- c. How would you rate the responsiveness and effectiveness of their maintenance and ongoing support?

1 ____ 2 ____ 3 ____ 4 ____ 5 ____ 6 ____ 7 ____ 8 ____ 9 ____ 10 ____

- d. How would you rate their overall contract compliance?

1 ____ 2 ____ 3 ____ 4 ____ 5 ____ 6 ____ 7 ____ 8 ____ 9 ____ 10 ____

- e. How would you rate the responsiveness of the Bidder's personnel to your requests?

1 ____ 2 ____ 3 ____ 4 ____ 5 ____ 6 ____ 7 ____ 8 ____ 9 ____ 10 ____

- f. How would you rate your overall experience with the Bidder?

1 ____ 2 ____ 3 ____ 4 ____ 5 ____ 6 ____ 7 ____ 8 ____ 9 ____ 10 ____

- g. Please provide any additional comments or clarifications as appropriate.

CERTIFICATION: I hereby certify that I have made a diligent effort to ascertain the facts with regard to the representations made herein and, to the best of my knowledge and belief all information is accurate.

2. Customer Reference Contact Person

Signature: _____

3. Printed Name and Title of Person Signing: _____

In addition to the terms described in the Glossary at the end of Appendix B, CALNET II Contract, the following terms have the meaning described below:

Agency – Tax supported entity authorized to purchase goods and services from the Contract.

Client – Agency that is purchasing goods and services from the Contract.

Convergence – Applies to the definition of network architecture that allows for voice, video, and data communications to run over a single (converged) network.

Converged Services - Voice, video, and data services that run over a converged network. Including advanced data and information services and applications such as IP-based voice, integrated messaging, web-based conference calling, voice enabled instant messaging, Enhanced Class features—features that enhance productivity and performance such as selective call waiting, group ring, and find-me, follow-me, etc.

Convergent Technologies – This term will be changed to Convergence (on pages 1-5, 4-4a, and 6-109), and to Converged Services (on page 6-143).

Consolidated telecommunications Services - Consolidated central office locations to better serve customer groups in common areas for cost savings.

End-User – Individual within an Agency that is utilizing the feature or service provided under the Contract.

Primary Backbone Network - Network infrastructure supporting the State's telecommunications services for voice, data, and video services.

Integrated Messaging - Access to e-mail, voice mail and faxes by a common interface by computer or by telephone. The end user can access these messages from a variety of devices - PCs, telephones, PDAs, etc.

Standards - Refers to the State defining business standards as well as to Industry defined and accepted standards for communications published by recognized organizations such as IEEE, IETF, ITU, ANSI, TIA/EIA, etc.

6.2.1.2 Long Distance Service Certification (M)

The Bidder shall provide, in response to this requirement, evidence of certification from the California Public Utilities Commission (CPUC) and the Federal Communications Commission (FCC) authorizing the Bidder and/or its subcontractor(s) or business partner(s) to provide the long distance (interLATA, interstate, and international) voice telephone services required in this RFP where such long distance service is proposed to be provided by the Bidder, and/or by its subcontractors or business partners. The Bidder shall therefore describe its plans to provide such services under this Contract and by what entities, e.g., via an IXC in northern California and by itself and by an IXC in southern California, etcetera. Evidence of CPUC and FCC certification of approval to operate as a Common Carrier shall be submitted for all of the Bidder's proposed entities for long distance voice services.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: *document* _____
 location _____ *page* _____
 paragraph _____

Description:

6.2.2 Compliance (M)

The Bidder is required to adhere to all applicable CPUC and FCC regulations incumbent upon local providers of telephone services and long distance voice services applicable under this Contract. The Bidder shall adhere to such regulations in effect at the time of award and ongoing throughout the duration of the awarded contract. This ongoing adherence shall include compliance with new and changed CPUC and FCC orders as they might occur during the Contract term. Where orders are mandated by the CPUC or the FCC to be carried out, the Contractor shall do so as mandated, and without additional costs to the State or to the ordering State and local agencies unless the additional costs are required by the CPUC or the FCC. Where specific orders or costs are not required but are only allowed by the CPUC and FCC, such orders shall not be carried out without the expressed written approval of DGS/TD, and likewise shall not incur additional costs to the State or to State or local agencies, without expressed written agreement of DGS/TD. The Contractor shall promptly notify the State's contract administrator of all

Scalability – the ability to deliver services upon demand in all locations.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Backward Compatibility – the ability to support existing CALNET Customers' premise based equipment (including proprietary sets) and existing telephone numbers.

Reliability and Availability – the ability to provide voice network services to all required locations with minimal downtime and blockage.

Manageability/Serviceability – the ability to technically manage the network (including real-time reporting) and to identify and correct network troubles.

Testability – the ability to monitor, test, and audit the performance of the network.

Security – the ability to ensure a physically and logically secure network and its network management platforms, from both inadvertent and malicious attacks from inside and outside the Bidder's organization.

Key voice services will be evaluated on the Bidder's diagrammatic representation in the Voice Network Design and will be weighted as described in RFP Section 9.5.3. Key items that cannot be diagrammatically represented have been assigned separate points.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: *document* _____
 location _____ *page* _____
 paragraph _____

Description:

6.3.2 Intra-LATA Calling (M-O)

Required Local intra-LATA usage services are: Local (up to 12 miles), Zone 3 (12-16 miles) and Local Toll (calls going outside the 16 mile local area, but within a single LATA) throughout California. Local service area may include one or more exchange service areas and exchange segments within the same LATA. There will be no cost for

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Call Manager Centers (M-O)	Service to set-up call centers for ACR applications.		
Bidder's Description:			
Call Manager Software (M-O)	Software that allows the customer equipment to work with ACR applications.		
Bidder's Description:			

Table 6.3.14.b Advanced Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.15 EDD Advanced Call Routing (M-O)

The Employment Development Department Advanced Call Routing (EDD ACR) shall be developed within the scope of the Contractor's ACR product as an Enhanced Network Call Center design option and shall be available to any governmental agency that requires Virtual Network Call Center based call distribution, which include, but is not limited to, the following components/products.

- Enhanced Toll Free service
- ACD service
- ACR applications development and support
- IVR (Interactive Voice Response) applications development
- CTI (Computer Telephony Integration) applications development and support
- LAN/WAN Maintenance
- Operational Support Systems:
 - Customized Provisioning System
 - Customized Billing and Account Management

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Originating Line Select (M-O)	Select first idle line beginning with the primary DN to place an outgoing call.		
Bidder's Description:			
Privacy (M-O)	Prevents intervention from user of a shared number coming in on a call		
Bidder's Description:			
Privacy Release (M-O)	Allows MADN members to establish conference between other members of the work group by releasing the Privacy on the shared number.		
Bidder's Description:			
Query Busy Station (M-O)	Allows a user in a group to monitor busy status of another group member and provides an alert when busy member's set is idle.		
Bidder's Description:			
Query Time and Day (M-O)	Displays current time and date on a set.		
Bidder's Description:			
Repeated Alert (M-O)	Provides up to 7 warning tones on an active set to alert the user that another incoming call is waiting to be answered.		
Bidder's Description:			
Terminating Line Select (M-O)	Allows an incoming call to be answered by user lifting handset from the cradle without having to depress a DN key.		
Bidder's Description:			

Table 6.4.4b – Central Office Exchange Enhanced Services and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

Description:

6.5.2 Security (M)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. Most security requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised. The Contractor shall provide DGS a written copy of their network security plan. The security plan shall include the steps the Contractor will take to prevent public access to highly sensitive and confidential data that will be traversing the network.

The Contractor's comprehensive security proposal shall include:

- Managed Authentication Services
- Managed Intrusion Detection Services
- Managed Intrusion Prevention Services
- Vulnerability Assessments
- System Health Monitoring
- Security Audits
- Network Audits
- Network Security Training
- Security Administration
- Support all current and future US encryption standards
- Security Event Correlation
- Physical site security

The Contractor will provide subject matter experts and sales professionals at no cost to the State to assist the individual agencies with individualized security solutions.

The Contractor's security plan will be evaluated on a by how well the Bidder's solution addresses each of the components above and will be graded on a "pass/fail" basis.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: *document* _____
 location _____ *page* _____
 paragraph _____

Description:

6.5.3 Voice Network Disaster Recovery and Operational Recovery Plan (M)

DGS will have the option to select the restoration of State service in the event of an emergency. Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC requirements. The Contractor shall utilize the DGS/TD provided State requirements below to develop, document and submit an Operational Recovery Plan that reflects the State's mission critical needs. A draft Operational Recover Plan shall be submitted with the final proposal and a final Operational Recovery Plan shall be submitted within 90 days of Contract award (refer to the proposed Contract in Appendix B, Section 76)

The purpose of the Operational Recovery Plan is to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly migration toward the resumption of all contracted services. It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery.

The Contractor shall submit to DGS-TD an Operational Recovery Plan for voice operations and management that must address, at a minimum, four topic areas: (1) summarization of Contractor strategy for managing disaster situations; (2) distinct management and staff assignment of responsibilities immediately following a disaster

Bidders shall provide the required information listed in the form of a detailed representation of the proposed network. Information that is too specific or not available to provide prior to award shall be identified as an “example only”. The Contractor shall provide 3 hard copies and 1 electronic copy with the proposal.

Responses to the requirements described in this section shall include a thorough presentation of how the data network addresses the following:

Ubiquity – the Contractor’s (and affiliate’s) ability to provide services throughout the state.

Interoperability – the ability to deliver services that interconnect and communicate based on open established standards.

Scalability – the ability to deliver services upon demand in all locations.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Backward Compatibility – the ability to support existing CALNET Customers’ premise based equipment

Reliability and Availability – the ability to provide voice network services to all required locations with minimal downtime and blockage.

Manageability/Serviceability – the ability to technically manage the network (including real-time reporting) and to identify and correct network troubles.

Testability – the ability to monitor, test, and audit the performance of the network.

Security – the ability to ensure a physically and logically secure network and its network management platforms, from both inadvertent and malicious attacks from inside and outside the Bidder’s organization.

All data services described in RFP Section 6.6 will be evaluated on the Bidder’s diagrammatic representation in the WAN Backbone Design and will be weighted as described in RFP Section 9.5.3.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: *document* _____
 location _____ *page* _____
 paragraph _____

Description:

6.6.7.1 Frame Relay (M-O)

Each Frame Relay circuit will be priced and provisioned with 0kps CIR. Additional CIR shall be purchased and provisioned in 4kps increments.

Local Loop circuits used to deliver Frame Relay are listed in Section 6.6.2 (Data Transmission Services). Frame Relay pricing in this section 6.6.7.1 shall not include the cost of the local loop circuit. Additionally, local loop circuits that are used for Frame Relay services shall not be subject to mileage charges.

Frame relay shall support the following management protocols:

- **LMI** - The original interim management protocol, uses DLCI 1023. LMI was specified by the Frame Relay Forum.
- **Annex D** - An ANSI T1.617 management protocol standard, uses DLCI 1. Annex D was specified by the ANSI T1.617 specification.
- **Annex A** – ITU-T Q.933 management standard protocol uses DLCI 0 to carry local link management information.

The contractor shall provide and support ATM and Frame Relay service inter-working. This service shall provide an Inter-Working Function (IWF) to provide the necessary protocol conversion between Frame Relay and ATM and be transparent to users. Local access, including mileage, shall be included in the service.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: *document* _____
 location _____ *page* _____
 paragraph _____

Description:

The following features shall be provided:

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Virtual Path Connection (each additional per port) (M-O)	Address for Virtual Path Connection		
Bidder's Description:			
Constant Bit Rate (per Mbps) (M-O)	Specifies CBR connection		
Bidder's Description:			
Variable Bit Rate (M-O)	Specifies VBR-nrt connection (required to have Maximum Burst Size)		
Bidder's Description:			
OC12 ATM Port (M-O)	Physical interface for OC12 ATM port		
Bidder's Description:			
OC48 ATM Port (M-O)	Physical interface for OC48 ATM port		
Bidder's Description:			

Table 6.6.7.2b ATM Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

ATM service shall be compliant with all applicable ITU-TSS Specifications, ANSI standards including the ITU –T I.555 Frame Relay and ATM Inter-working recommendation and the ATM Forum User-Network Interface Specification Version 3.1.

The contractor shall provide internetworking at the Frame Relay User Network Interface (UNI) in accordance with the multi-protocol interconnection standards defined by IETF FRC 1483 and IETF FRC 1490, and in accordance with the internetworking agreement in FRF.8 FRFTC/94-026R3 of the Frame Relay Forum.

Table 6.6.7.3a ATM and Frame Relay Management Service Features (D)

Service	Service Description	Meets or Exceeds ? Y/N	Document/ Location
Customer Network Management (CNM) X-Terminal (D)	<p>X-terminal (X-term) providing a comprehensive set of management/monitoring capabilities, including:</p> <ul style="list-style-type: none"> • Real-time network map display • Usage parameters • Virtual pats • Alarm log files • Real-time performance monitoring and graphing • Historical performance and traffic reports • UNI information • Connection Endpoint • Customer defined labels • Customer privacy protected 		
Bidder's Description:			
SNMP Service (inc. one Internet Protocol address) (D)	<p>Simple Network Management Protocol (SNMP) Service provides a management view of the State user's Frame Relay network. The service provides real-time data reflecting frame relay network events. Database access via SNMP Management Information Base is also provided for retrieving configuration data. Since it is based on SNMP, it allows integration with most SNMP management application programs.</p>		
Bidder's Description:			
Customer Network Management (CNM) Web Service (inc. one secure password) (D)	<p>Customer Network Management (CNM) Web Service provides a secure World-Wide-Web site that the State user can access to obtain performance and configuration information on the Frame Relay Service. This is intended for State users that need to periodically review network performance and configuration. The information is updated weekly.</p>		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.7.4 Extended Frame Relay (M-O)

- System Health Monitoring
- Security Audits
- Network Audits
- Network Security Training
- Security Administration
- Support all current and future US encryption standards
- Security Event Correlation
- Physical site security

The Contractor will provide subject matter experts and sales professionals at no cost to the State to assist the individual agencies with individualized security solutions.

The Contractor's security plan will be evaluated on a by how well the Bidder's solution addresses each of the components above and will be graded on a "pass/fail" basis.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____
paragraph _____*

Description:

6.7.3 Data Network Disaster Recovery and Emergency Operations (M)

DGS will have the option to select the restoration of State service in the event of an emergency. Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC requirements. The Contractor shall utilize the DGS/TD provided State requirements below to develop,

document and submit an Operational Recovery Plan that reflects the State's mission critical needs. A draft Operational Recovery Plan shall be submitted with the final

6. Recovery Plan Implementation - The operational procedures that will allow service recovery to be achieved in a timely and orderly manner. The process shall describe the possible methods for recovering the critical services including the process for suspending non-critical services and any relocation to an interim site.
7. Full Service Restoration – Describes the procedures to be followed after the interim service failure has stabilized. The intent is to provide a framework for restoring full services.
- Appendices - A variety of appendices may be attached to the plan. The plan sections described above should contain static procedures, while the appendices may contain operational information that would need periodic updating. Some examples of content are: (1) emergency action notification information containing the names and phone numbers of the various management, staff and specialty team members; (2) damage assessment or disaster classification forms intended to function as a guide to supplement/support the management decision process; (3) any data communications network routing information necessary for providing interim service.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____
paragraph _____*

Description:

6.8 ALTERNATE TECHNOLOGIES

The DGS/TD considers the convergence of voice and data services to be very important in how services should ultimately be provided within California government; however, it is determined to be risky and impractical to move on a wholesale basis from the current environment directly to converged services that could have a significant fiscal or operational impact upon government agencies.

- Many discussions were held about the right time for the State to implement converged services, and how that could best be accomplished. The DGS/TD recognizes that some customer agencies are anxious to converge services as soon as possible (a very small number already have some converged services), while there are many other customers that may not require a move to convergence for quite some time because it is not necessary to meet their business needs and/or it is not cost effective. For instance, some services that hold promise for eventual statewide benefit such as Voice over Internet Protocol (VoIP) and integrated messaging, are not
- **Call Hold** – Allows you to “hold” the call so the other person can’t hear you and return to the conversation.

- **Call Transfer** –Allows you to transfer a call from your phone to another extension.
- **Call Waiting** – notification that call is coming in while you are speaking on the phone. Allows you to put current call on hold and answer the new one
- **Call forwarding** – Allows an incoming call to be sent elsewhere.
- **Caller ID** – As call comes in the phone number of calling party is displayed.
- **Conference Calling** – Connecting 3 or more people into one phone conversation.

- **Security**
 - **Encryption** – Transforms data into unreadable form that is only readable with the decryption code.
 - **Authentication** – Process of determining the identity of a user attempting to access a system.
 - **Firewall Security gateway** - System that enforces a boundary between two or more networks.
 - **Man in the Middle (MITM) Prevention** – Security systems that prevent MITM attacks in which an attacker is able to read, and modify at will, messages between two parties without either party knowing that the link between them has been compromised.
 - **Distributed Denial of Service (DDoS)** – Security systems that prevent (DdoS) where a multitude of compromised systems attack a single target.
 - **Buffer Overflow Attack Prevention** – Security systems that prevent buffer overflow attacks where extra data is sent that contains codes designed to trigger specific actions, sending new instructions to the attacked computer that could damage the user's files, change data, or disclose confidential information.

- **E911 Compliance** – Provides automatic location information (ALI) to the 911 operator. Contractor shall maintain and provide a database to identify telephone locations to the PSAPs.

- **Protocols** – Protocols supported shall be ITU or IETF standards based. The Contractor shall identify the platform and the protocols.

- **Call Detail Recording** - Collects and records information on outgoing/incoming phone calls

6.8.1.1 Central Office Network Based VoIP Design Model (M-O)

For design purposes, the Contractor shall use the following information to create a service proposal design. This solution shall be designed using the Greenfield approach. For the purposes of this design, the Contractor shall assume that all interior and exterior pathways are provided and in place.

This solution shall be network based where all major components reside at a central office or off premises location

The model consists of 6 separate sites with a combined total of 400 users. Locations and headcounts are as follows:

Sacramento	100 phones
Los Angeles	100 phones
San Francisco	80 phones
San Jose	50 phones
Redding	20 phones
Santa Barbara	50 phones

The Bidder shall describe its VoIP design architecture, components and services necessary to provide a VoIP solution for the above application as described in 6.8.1 above.

Contractor shall be responsible for all maintenance and upgrades required to support clients needs. The contractor shall provide a separate price of moves, adds or changes. Moves shall include any infrastructure and equipment reconfigurations or enhancements to facilitate relocation of voice services within the same site. Changes are any programming or feature reconfigurations throughout the network. Additions shall include any infrastructure and equipment enhancements to facilitate addition of seats throughout the entire network.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____
paragraph _____*

Description:

6.8.1.2 Premises Based Fully Managed VoIP Design Model (M-O)

For design purposes, the Contractor shall use the following information to create a service proposal design. This solution shall be designed using the Greenfield approach. This solution shall be premises based where all appropriate components reside at the customer site. For the purposes of this design, the Contractor shall assume that all interior and exterior pathways are provided and in place.

Contractor shall include any upgrades to site electrical power to insure compliance with the technical requirements.

The model consists of 6 separate sites with a combined total of 400 users. Locations and headcounts are as follows:

Sacramento	100 phones
Los Angeles	100 phones
San Francisco	80 phones
San Jose	50 phones
Redding	20 phones
Santa Barbara	50 phones

The Bidder shall describe its VoIP design architecture, components and services necessary to provide a VoIP solution for the above application as described in 6.8.1 above.

For the purposes of this model growth is limited to 15%.

Contractor shall be responsible for all maintenance and upgrades required to support clients needs. The contractor shall provide a separate price of moves, adds or changes. Moves shall include any infrastructure and equipment reconfigurations or enhancements to facilitate relocation of voice services within the same site. Changes are any programming or feature reconfigurations throughout the network. Adds shall include any infrastructure and equipment enhancements to facilitate addition of seats throughout the entire network.

Since this is a fully managed service, the contractor shall not list and price any specific hardware or software components. However, the Contractor may identify any additional features and functionality included in the basic phone

The DGS/TD may also designate some services as non-delegated and require DGS/TD review and approval prior to agency acquisition. The DGS/TD will use Contractor provided management reports and periodic random agency audits to monitor and administer Contract compliance.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

6.11.1.1 General DGS/TD Responsibilities

The DGS/TD has broad authority and oversight for State telecommunications, particularly the Contract that will result from the award of this RFP. The DGS/TD considers the best interests of the State as a whole when making decisions and determining its strategies. This includes focus on those policies and activities that emphasize the State's core competencies, "economy of scale" impacts, and other related concerns as outlined in the CALNET Vision in Section 4. These activities and knowledge include but are not limited to:

- Continuous review and where possible, renegotiation of Contract pricing based on periodic monitoring of industry pricing strategies and related factors.
- Contract management oversight to monitor effectiveness, and to audit Contractor adherence to Contract requirements.
- Assess operational requirements of State agencies to help eliminate unnecessary telecommunications related redundancies and duplication of effort between State agencies.
- Provide administrative management for contract(s), policies, directives, standards, and augmentation of new services.
- Make decisions on agency requests for approval for exemptions to existing contracts, and on delegation requests.
- Respond to service issues beyond the scope of the contract.

- Perform periodic audits of State and local governmental agency bills to ensure accuracy based on the terms and conditions of the Contract and to ensure cost effectiveness of service selection for agency application.

6.11.1.2 Contractor's General Responsibilities (M)

As associated with the services to be provided, Contractor will, at a minimum and at no cost to the State:

- Provide staff to perform as the principal business and technical resource for information on pricing, features, and feature interactions/restrictions. This staff shall be available on demand by telephone and to participate in meetings to answer questions about contracted services. Contractor will ensure that Contractor's staff, including subcontractors and affiliates, are trained on Contract services and are knowledgeable on Contract terms and conditions.
- Provide documentation/reports in a timely manner as requested on pricing, features, feature interactions/restrictions and other information related to management of the Contract.
- Use the State database of agency designated Agency Telecommunications Representatives (ATRs) to determine their fiscal authority to order service.
- Provide sufficient staff and resources throughout the term of the Contract consistent with the terms and conditions.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: *document* _____
 location _____ *page* _____
 paragraph _____

Description:

- Determine required network management applications and interface requirements.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: *document* _____
 location _____ *page* _____
 paragraph _____

Description:

6.11.4 Provisioning and Implementation Requirements (M)

Customers will place service orders through electronic means, or by direct provisioning of line, trunk, or similar services. With the exception of customer premise wiring plant and equipment installation work, direct customer provisioning by Contractor will be near instantaneous. Customer posted electronic service orders shall be processed on a less than one-day cycle, unless customer premise wiring plant or equipment installation work is involved.

Contractor shall, at a minimum at no cost to the State:

- Provide the State with a means to initiate near real time provisioning of service if requested. "Near real time" allows for delays in transmitting and processing of the request, but the request shall not be held for future processing.
- Perform all activities associated with the receipt, logging, task identification, scheduling, and completion notification of agency service requests.
- Perform these service order/completion functions via the database programs described in sections 6.17 and 6.17.
- Develop and enter data, and maintain an inventory of agency services and line assignments to support the tools and reports described in Sections 6.16 and 6.17.
- Provide an electronic means of receiving valid service orders from authorized end-users
- Provide a means to validate that the end user is authorized to initiate a service request based on the current ATR master file.
- Provide a positive acknowledgment of receipt of a valid end-user service request.

Contractor shall offer and provide initial orientation to all users of the Contract. Contractor shall also offer training for new or replacement services provided during the transition.

- The content, method and amount of orientation will be detailed on the Transition Plan. After award, the plan will be reviewed further by DGS/TD, and the final orientation training in the Transition Plan will be as mutually agreed between the Contractor and the DGS/TD.
- The Customer will have the right to request reasonable modifications if needed to suit their business needs.
- The orientation and training will be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple agency) sessions would be more efficient, and would not negatively impact the training experience.

End-user Transition Orientation and Training includes but may not be limited to the following:

- 1) Use of voice, video and data services and Contractor provided equipment
- 2) Administration and use of call management systems (i.e. ACD, IVR, ACR, MIS, etc.)
- 3) Administration and use of messaging services
- 4) Invoicing system(s) and process
- 5) Centralized ordering and trouble reporting processes
- 6) Service Level Agreements
- 7) Administration and use of enhanced or other contract services

DGS/TD

Contractor shall offer and provide to the DGS/TD, orientation and training for the Contract administrative vehicles (such as management tools, reporting and invoicing processes and methods) and training for new or replacement services provisioned during the transition, as requested.

- The content, method and amount of general orientation and for new or replacement services for DGS/TD will be detailed on the Transition Plan. After award, the plan will be reviewed further by DGS/TD, and the final orientation training in the Transition Plan will be as mutually agreed between the Contractor and the DGS/TD.
- The DGS/TD will have the right to request reasonable modifications if needed to suit their business needs.

- Additional joint orientation sessions will be scheduled on a mutual basis initially and throughout the Contract to share information and develop knowledgeable and effective working relationships to help ensure the success of the new Contract.
- The orientation and training will be held at the DGS/TD's premises except for those items that are not conducive on-site.

DGS/TD transition orientation and training includes and may not be limited to:

1. Proposed products and services and general operational requirements.
2. Use of voice, video and data services and Contractor provided equipment
3. Administration and use of call management systems (i.e. ACD, IVR, ACR, MIS, etc.).
4. Administration and use of messaging services.
5. General Contract considerations (including discussion of the contract terms and conditions).
6. Ongoing working relationships, and customer service expectations.
7. Transition planning and implementation.
8. Contract management tools, reports, administrative systems and processes.
9. Invoice systems and processes.
10. Centralized ordering and trouble reporting.
11. Network administration, trouble-reporting systems, or network viewing applications or systems.
12. Service Level Agreements.
13. Administration and use of enhanced or other Contract services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.11.6.2 Contract Services Training

Contractor shall offer and provide training to Customers and end-users for new or replacement services provisioned during the Contract.

- End-user training shall be provided as part of the standard service order implementation process. The Customer will have the right to request modifications based upon their business needs. Refresher training is to be provided at the end-user's request for Contractor installed services.
- The content, method and amount of training for new or replacement services will be part of the ongoing Training Plan as outlined in Section

6.11.6.5. Additional types of training may be proposed besides those outlined below.

- The training will be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple agency) sessions would be more efficient, and would not negatively impact the training experience.

Contract services training includes but may not be limited to the following:

1. Use of voice, video and data services and Contractor provided equipment
2. Administration and use of call management systems (i.e. ACD, IVR, ACR, MIS, etc.)
3. Administration and use of messaging services
4. Invoicing system(s) and process
5. Centralized ordering and trouble reporting processes
6. Service Level Agreements
7. Administration and use of enhanced or other Contract services

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.11.6.3 Classroom/Seminar Education and Training (M)

The Contractor will offer education and training for customers to maintain skills in basic telecommunications, video, data services technology and general business systems and tools, all provided within the context of the contract.

- Classroom/seminar training will generally be at an apprentice level providing trainees a basic knowledge and understanding of the subject matter and applicable processes or procedures, including Contract content, product and service offerings and billing systems/services, in a classroom based, instructor-led lecture format that may include "hands-on" training, if applicable.
- The content, method and amount of training will be mutually agreed between the Contractor and the DGS/TD, and be included in the Training Plan as outlined in Section 6.11.6.5. Additional types of training classes may be proposed besides those outlined below.
- "Introduction to Telecommunications" and "Introduction to Voice, Video and Data" training classes will be scheduled at a minimum, twice a year. The schedule for all other proposed classes will be developed jointly between the

Contractor and DGS/TD based on customer needs and anticipated participation levels.

- The training may be held at locations as outlined in 6.11.6.
- Classroom/Seminar Education and Training includes but may not be limited to the following:
 1. Introduction to telecommunications (Basic fundamentals)
 2. Introduction to voice, video and data services (fundamentals in the context of the Contract)
 3. Converged Services (and how they relate to the CALNET II MSA)
 4. Network management systems (for those customers that need to monitor the network in relation to their business)
 5. Invoice validation methods

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.11.6.4 Contract Management Training (M)

The Contract Management Training will enable the DGS/TD to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the contract on a ongoing basis. This includes evaluate delivered services, invoicing systems, and service performance, assess and identify fiscal management issues, and perform other required functions.

- The training will be held at the DGS/TD premises except for those services that are not conducive to on-site training.
- The training will be provided to a variety of DGS/TD staff. The content, method and amount of training will be mutually agreed between the Contractor and the DGS/TD, and be included in the Training Plan as outlined in Section 6.11.6.5. Additional types of training may be proposed besides those outlined below.

Contract Management Training includes but may not be limited to the following:

1. Proposed products and services and general operational requirements.
2. Use of voice, video and data services and Contractor provided equipment
3. Administration and use of call management systems (i.e. ACD, IVR, ACR, MIS, etc.).
4. Administration and use of messaging services.

5. General Contract considerations (including discussion of the Contract terms and conditions).
6. Ongoing working relationships, and customer service expectations.
7. Transition planning and implementation.
8. Contract management tools, reports, administrative systems and processes.
9. Invoice systems and processes.
10. Centralized ordering and trouble reporting.
11. Various management reports and corresponding software applications
12. Network administration, trouble-reporting systems, or network viewing applications or systems
13. Service Level Agreements.
14. Administration and use of enhanced or other contract services.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: *document* _____
 location _____ *page* _____ *paragraph* _____

Description:

after final payment, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or agency.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative agencies (i.e.; Department of General Services, Bureau of State Audits, Department of Justice, court orders, etc.) with copies of billing records without a billed state agency's authorization for audit purposes at no fee to the State or Agency.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____ paragraph _____*

Description:

6.12.4.2 Contractor Invoice Audit Responsibility (M)

The Contractor shall respond to DGS/TD requests for verification at the Contractor's expense within 60 days of receipt of request. The verification process will include providing issue/action logs and statistics to DGS/TD as well as each agency associated with the invoice(s) in question. Formal audits may be requested in accordance with the terms and conditions set forth in the Contract.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____ paragraph _____*

Description:

6.12.5 Administrative Fee Collection (M)

The Contractor shall, on behalf of DGS/TD, bill and collect a Contract administrative fee as determined by DGS/TD for any and all contracted services ordered under this Contract. This fee shall be included within the amount charged to those agencies obtaining service from the new CALNET II contract. DGS/TD may consider applying percentages and/or flat rates, or a combination thereof, to services as alternative methods. The final determination shall be made by DGS/TD.

- mitigation plan/path forward.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____
paragraph _____*

Description:

6.15 SERVICE LEVEL AGREEMENTS (SLA)

6.15.1 Introduction and General Requirements (M)

The Service Level Agreements (SLAs) are applicable to the services and/or facilities described below and include the following:

- At no time shall the total remedy for failure to satisfy a single circuit or service SLA for any given month exceed 100% of the TMRC.
- To the extent that Contractor's tariffs offer additional rights and/or remedies, the State shall be entitled to exercise the rights and/or remedies in the tariff.
- For services provided under this Contract by Independent Local Exchange Carriers (ILEC), Inter Exchange Carriers (IXC), or Competitive Local Exchange Carriers (CLEC) as sub-contractors, Contractor shall provide the State or Client, at a minimum, the same service level agreements provided to Contractor by each sub-contractor. Copies of all Service Level Agreements from Subcontractors and Business Partners to the Prime Contractor shall be provided to DGS/TD for all services.
- When the Contractor provides facilities based services directly to the client (without using another ILEC's or CLEC's service as a subcontractor), the rights and remedies for service outages for those services are set forth in Tables A and B for Contractor services.
- The election by DGS/TD of any remedy covered by this Contract shall not exclude or limit DGS/TD's or any Client's rights and remedies otherwise available within the Contract or at law or equity, provided that, at no time shall the total cash refund/credit to a Client for any given month for a single circuit (defined below) failure to meet a Performance Objective exceed one hundred percent (100%) of the TMRC.
- Unless otherwise stated in Table A or Table B, Performance Objective measurements are based on trouble tickets and the Client is responsible for initiating trouble tickets.

6.15.6 Table C – Contract Management and Client Services (M)

Table C – Contract Management and Client Services			
Measurement	Objectives	DGS/TD Rights and Remedies	Client Rights and Remedies
<p>Tools and Reports Implementation</p> <p>Within 45 business days after contract award, the Contractor and DGS/TD shall agree to the implementation dates for the following:</p> <ul style="list-style-type: none"> • Public Web Site (6.17.1) • Private Web Site (6.17.2) • Client Trouble Ticket Reporting and Tracking System (6.17.3) • Service Provisioning and Tracking System 6.17.4) • On-Line Ordering Tool • Network Backbone Monitoring Application/Tool (6.17.6) • Backbone Network Inventory Report • Service Level Agreement Reports (6.17.9) • Fiscal Management Databases (6.16.1) • DGS/TD Fiscal Inventory Report of All Services (6.16.2.1) • DGS/TD Detail of Services Billed Report by Service (6.16.2.2) • DGS/TD Detail of Services Billed Report by Agency (6.16.2.3) • Trouble Ticket/SLS Credits Fiscal Report (6.16.2.4) • DGS/TD Service Order/Provisioning Fiscal Report (6.16.2.5) • DVBE Tracking Fiscal Report (6.16.2.6) • Service Location Report (6.16.2.7) • General Client Profile Information (6.16.2.8) • Tool and report inventory and schedule (6.17, bullet 15) 	<p>All tools and reports shall meet the requirements and be fully functional and provided in accordance with the timeline required in Section 6.17 and agreed upon by DGS/TD.</p> <p>Additional or replacement tools and reports shall be fully functional by dates agreed upon by DGS/TD and the Contractor.</p>	<p>\$1000 per tool/report on the first day after due date and \$250 per week thereafter.</p>	<p>N/A</p>

Table C – Contract Management and Client Services

Measurement	Objectives	DGS/TD Rights and Remedies	Client Rights and Remedies
<p>Tools Availability</p> <p>DGS/TD shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.15.7 shall apply.</p> <p>The Availability % shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <ul style="list-style-type: none"> • Public Web Site 6.17.1 • Private Web Site 6.17.2 • Client Trouble Ticket and Tracking System 6.17.3 • Service Provisioning and Tracking System 6.17.4 • On-line Ordering Tool 6.17.5 • Network Backbone Monitoring Application/Tool 6.17.6 • Fiscal Management Database (s) 6.16.2.1 – 6.16.2.8 	<p>100% Functional 90% of the time measured on a monthly basis.</p>	<p>\$400 per month, per tool</p>	<p>Escalation to DGS/TD</p>
<p>Tools Time-To-Repair – Clients</p> <p>Clients shall report any failure/problem to the Customer Service Center and a trouble ticket shall be opened.</p> <p>The Tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.15.7 shall apply.</p> <p>This SLA is per occurrence and applies to the following:</p> <ul style="list-style-type: none"> • Client Trouble Ticket and Tracking System 6.17.3 • Service Provisioning and Tracking System 6.17.4 • On-line Ordering Tool 6.17.5 	<p>Less than 4 hours</p>	<p>N/A</p>	<p>Escalation to DGS/TD</p>

Table C – Contract Management and Client Services			
Measurement	Objectives	DGS/TD Rights and Remedies	Client Rights and Remedies
Report Delivery Intervals <ul style="list-style-type: none"> • Backbone Inventory Report 6.17.8 • Service Level Agreement Reports 6.17.9 • DGS/TD Fiscal Inventory Report of All Services 6.16.2.1 • Trouble Ticket/SLS Credits Fiscal Report 6.16.2.4 • DGS/TD Service Order/Provisioning Report 6.16.2.5 • DVBE Tracking Fiscal Report 6.16.2.6. • Service Location Report 6.16.2.7 • General Client Profile Information 6.16.2.8 	Deliver all reports within 3 business days of the mutually agreed delivery dates from 6.17	\$400 and \$100 per week thereafter	Escalation to DGS/TD
Invoicing Accuracy Any Contractor caused errors occurring on an invoice shall be resolved within 61 business days of the original invoice date.	100% invoice accuracy	DGS/TD escalation process	Client Escalation Process. 10% TMRC for each circuit or service with invoice errors. 20% TMRC for each consecutive month until error is corrected.

Table C – Contract Management and Client Services			
Measurement	Objectives	DGS/TD Rights and Remedies	Client Rights and Remedies
Administration Fee Reports Delivery Interval <ul style="list-style-type: none"> DGS/TD Detail of Services Billed Report by Agency 6.16.2.3 DGS/TD Detail of Services Billed Report by Service 6.16.2.2 	Deliver reports on the date administration fee payments are due	0.5% of month's administration fees shall be paid to DGS/TD 61 days from the end of each calendar month that a bill is rendered.	N/A
Late payment of Administration Fees to DGS/TD Administration fees are due 60 days from the end of each calendar month that a bill is rendered	Payment in full	0.5% of month's administration fees shall be paid to DGS/TD 61 days from the end of each calendar month that a bill is rendered	N/A

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____ paragraph _____*

Description:

6.15.7 Stop Clock Conditions (M)

Stop Clock Conditions are critical to the CALNET rights and remedies for non-catastrophic outages because they influence the calculation of trouble ticket durations. Note: in this section, the term "End-User" includes End-Users and Clients, whichever is applicable.

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the contractor was delayed, provided that reasonable and documented efforts are made to contact the End-user during the applicable Stop Clock period.
2. Time after a circuit has been restored, but End-User request ticket be kept open for observation. If the circuit is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the circuit has not been restored.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____ paragraph _____*

Description:

6.16 FISCAL MANAGEMENT (M)

The Contractor shall provide DGS/TD with the system tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee validation
- Product/Service rate validation
- Taxes and surcharges validation
- Refunds and adjustments validation
- Develop trend reports for product/services
- Develop trend reports for CALNET Customers
- Monitor DVBE dollars expended

As a minimum the Contractor shall provide Contractor maintained databases which DGS/TD may query and download information via the web. Contractor shall also provide the standard reports identified below.

The Contractor shall insure that data from all CALNET subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 days from the end of each calendar month that a bill is rendered. DGS/TD will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Section 6.16.2.2 (DGS/TD Detail of Services Billed Report by Service) and 6.16.2.3 (DGS/TD Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DGS/TD as described in Section 6.15.6 (Service Level Agreements – Table C).

- Total administrative fees collected
- Total monthly charges
- Customer bill group (i.e., executive, local government, higher education, etc.)
- Contractor/Subcontractor name

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____page_____paragraph_____

Description:

6.16.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Trouble ticket #
- Customer name
- Customer address
- Contractor name(s) (all vendors involved with the outage)
- Agency id (s)
- Billing number (s)
- Billing number name(s)
- Type of outage
- Description of outage
- Date(s) of outage
- Date trouble ticket opened
- Date trouble ticket closed
- Time
- Duration

6.17 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports described in Section 6.16 and this 6.17 to DGS/TD and DGS/TD authorized clients to oversee the contract at no cost to the DGS/TD and customers. The Contractor shall provide the following:

- Transport, hardware and software necessary for DGS/TD to access the network monitoring and management tools and reports
- Tools, applications and data to perform on-line daily, monthly and quarterly network trending, inventory, invoice and fiscal management analysis.
- Tools, applications and data to perform real time on-line ticketing and network performance analysis.
- Web-enabled applications for service provisioning, invoicing and trouble reporting from DGS/TD and DGS/TD authorized client PCs.
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports required in Sections 6.17 and 6.18 shall be implemented and available for DGS/TD and DGS/TD authorized clients. DGS/TD and the Contractor shall agree upon implementation dates within 45 business days after contract award.
- Web-enabled applications that have the ability to create password-protected accounts for access by DGS/TD authorized clients.
- Data for ad hoc reports required by DGS/TD.
- All invoices for contracted services shall be accessible to DGS/TD via a web based application.
- Tools and applications that are accessible from DGS/TD authorized state locations.
- Network monitoring and trending tools shall be made available for DGS/TD authorized clients (maximum of 10). To ensure quality control, security, and training, client personnel will obtain authorization from DGS/TD for controlled access to all tools, applications and reports.
- Reports using a data extractable application allowing DGS/TD and clients the ability to run custom reports.
- Current, accurate and standardized data.
- Training and ongoing support for all tools, applications and reports.
- System upgrades for all management tools and applications shall be provided at no cost.
- Provide and maintain an inventory of Contractor provided tools, applications and reports, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals. In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble.
- Provide quarterly reports for completed Contracted Service Project Work, Coordinated and Managed.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

*Reference: document _____
location _____ page _____ paragraph _____*

- View open trouble tickets and status for a specific circuit/phone number/unique service identifier.
- View all historical trouble tickets on a specific circuit/phone number/unique service identifier in the previous 6 months.
- List all historical trouble tickets by client.
- List all open and closed tickets by end user address location.
- Perform sorts by ticket numbers, client, and time and date fields in ascending order.
- Provide monthly reports for voice services which list the following: Ticket number, circuit/phone number/service identifier, client agency ID, client agency name, date/time opened, date/time of restoral, stop clocks applied, stop clock duration, and unavailable time as defined in Section 6.15.
- Provide monthly reports for data services which list the following: Ticket number, circuit/phone number/service identifier, client agency ID, client agency name, date/time opened, date/time of restoral, stop clocks applied, stop clock duration, and unavailable time as defined in Section 6.15.

The Contractor shall describe the system and how it meets or exceeds the minimum requirements and system functionality.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.17.4 Service Provisioning and Tracking System (M)

The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows clients the ability to provision service using a web enabled application. This application will process all moves, adds, deletes, and changes. The screens shall be designed to accommodate the provisioning requirements of the State. The Contractor's Customer Service Center shall respond to a client's service order Monday through Friday during the hours of 7 A.M. to 5 P.M. Service orders received after hours shall be process the next business day. Clients shall have the option to submit orders through the Service Provisioning and Tracking System, From 20, client account representatives or additional ordering systems. DGS/TD and clients shall have web based access to view orders and status for a 6 month period

after completion of the service order. If multiple ordering methods are used (i.e., Form 20, additional ordering systems) then the Contractor shall be responsible for processing all orders into the Service Provisioning and Tracking System within 30 business days of receiving the order for the Client. All client information shall be accessible to DGS/TD and partitioned information shall be accessible to DGS/TD authorized clients.

Minimum Requirements:

When applicable, service order and provisioning information shall include: Contractor service order number, client service order number, date of service order, client agency name, client ID number, A and Z end user address location(s), installation date, service type, service identifier number, PIC, speed, quantity, features, feature code, description of request, contact information, install due date, order completion date, demarcation location, circuit number/phone number/service identifier, client acceptance date, and comments.

The Contractor shall describe the system and how it meets or exceeds the minimum requirements and system functionality.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.17.5 On-Line Ordering Tool (M)

The Contractor shall provide authorized clients a software application, which provides the capability to change features and service option assignments on existing Central Office Exchange Services (or equivalent) stations. These request are processed by the serving telecommunications call switching equipment without having to issue service orders. This tool shall also allow clients the capability to manage number groupings (i.e. directory number hunt, call pickup, etc.) and request reports. The Contractor shall be responsible for updating the Contract related inventory when changes are made using this tool.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

shall be provided in Microsoft Access, Excel, ASCII Text format or other mutually agreed upon format.

Monthly Service Level Agreement Reports shall be posted to the private web site. The report(s) must be loaded onto the web site and available to DGS/TD and DGS/TD authorized clients in a data extractable application.

All trouble tickets must appear in a SLA report within 60 days of the trouble ticket service restoral date. The report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate.

Monthly reports will remain accessible to DGS/TD for a period of 6 months.

The Contractor shall provide a monthly report (s) that indicates what SLA and rebates were applied to each ticket number.

The Contractor shall provide Monthly SLA performance reports for grade of service, call completion, call set-up time, and dial tone availability. The format and information requirements shall be provided by the Contractor and approved by DGS/TD.

The Contractor shall provide a monthly summary report listing all the SLAs in Table A and Table B and the total number of tickets rebated for each SLA. Table A and Table B information will be reported separately. The summary information will remain on the website for the life of the contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____page_____paragraph_____

Description:

6.17.9.1 Minimum SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, circuit number/service ID/phone number, path name, product type, transport type (i.e., DS0, DS1), client ID number, client agency name, location of reported trouble (street address and city), ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, % of client rebate, Table A or Table B. DGS/TD

Cost Table 6.6.2.6, Extended Carrier Services

(This table is to be used in conjunction with cost tables 6.6.2.1.a, 6.6.2.2.a, 6.6.2.3.a, and 6.6.2.4.a)

6.6.2.6, Extended Carrier Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Analog Private Line Tier 1		N/A	N/A	N/A		mile/mo	169,400	\$ -	N/A	N/A	N/A	\$ -
2	Analog Private Line Tier 2		N/A	N/A	N/A		mile/mo	72,600	\$ -	N/A	N/A	N/A	\$ -
3	DS0 Tier 1		N/A	N/A	N/A		mile/mo	52,500	\$ -	N/A	N/A	N/A	\$ -
4	DS0 Tier 2		N/A	N/A	N/A		mile/mo	22,500	\$ -	N/A	N/A	N/A	\$ -
5	Digital Service 1.5 (DS-1) Tier 1		N/A	N/A	N/A		mile/mo	87,500	\$ -	N/A	N/A	N/A	\$ -
6	Digital Service 1.5 (DS-1) Tier 2		N/A	N/A	N/A		mile/mo	37,500	\$ -	N/A	N/A	N/A	\$ -
7	Digital Service 45(DS3) Tier 1		N/A	N/A	N/A		mile/mo	7,000	\$ -	N/A	N/A	N/A	\$ -
8	Digital Service 45(DS3) Tier 2		N/A	N/A	N/A		mile/mo	3,000	\$ -	N/A	N/A	N/A	\$ -
9	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
10	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.6.2.6, Extended Carrier Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
11	Analog Expedite			10	\$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	\$ -
12	DS0 Expedite			10	\$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	\$ -
13	DS 1. Expedite			10	\$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	\$ -
14	DS 3 expedite			10	\$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	\$ -
15					\$ -				\$ -			\$ -	\$ -
16					\$ -				\$ -			\$ -	\$ -
17					\$ -				\$ -			\$ -	\$ -
18					\$ -				\$ -			\$ -	\$ -
19	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
20	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.6.7.1, Frame Relay

(See cost table 6.6.7.4.z for CIR pricing of extended (out of state) circuits.)

6.6.7.1.a, Frame Relay (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.
1	DS0 Class of Service Port Termination Tier 1			63	\$ -		port term/mo	4,412	\$ -		126	\$ -
2	DS0 Class of Service Port Termination Tier 2			27	\$ -		port term/mo	1,891			54	
3	DS1 Class of Service Port Termination Tier 1			84	\$ -		port term/mo	5,600	\$ -		168	\$ -
4	DS1 Class of Service Port Termination Tier 2			36	\$ -		port term/mo	2,400			72	
5	DS3 Class of Service Port Termination Tier 1			7	\$ -		port term/mo	84	\$ -		1	\$ -
6	DS3 Class of Service Port Termination Tier 2			3	\$ -		port term/mo	36			1	
7	Data Link Connection (PVC)(each additional) Tier 1		N/A	N/A	N/A		each /mo	28,000	\$ -		840	\$ -
8	Data Link Connection (PVC)(each additional) Tier 2		N/A	N/A	N/A		each /mo	12,000			360	
9	InterLATA Frame Relay Committed Information Rate (CIR, 4kps unit) Tier 1		N/A	N/A	N/A		each 4kps pkg per mo	490,000	\$ -		210	\$ -
10	InterLATA Frame Relay Committed Information Rate (CIR, 4kps unit) Tier 2		N/A	N/A	N/A		each 4kps pkg per mo	210,000			90	
11	IntraLATA Frame Relay Committed Information Rate (CIR, 4kps unit) Tier 1		N/A	N/A	N/A		each 4kps pkg per mo	210,000			84	
12	IntraLATA Frame Relay Committed Information Rate (CIR, 4kps unit) Tier 2		N/A	N/A	N/A		each 4kps pkg per mo	90,000	\$ -		36	\$ -
13	Model Monthly Totals:				\$ -				\$ -			\$ -
14	Model Annual Totals:				\$ -				\$ -			\$ -

Cost Table 6.6.7.4, Extended Frame Relay

(This table is to be used in conjunction with cost table 6.6.7.1.a for pricing of port speeds and PVC.)

6.6.7.4.a, Extended Frame Relay (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Fixed CIR Tier 1	N/A	N/A	N/A	N/A		Per 4 Kps unit	12,250	\$ -		35	\$ -	\$ -
2	Fixed CIR Tier 2	N/A	N/A	N/A	N/A		Per 4 Kps unit	5,250	\$ -		15	\$ -	\$ -
3	Usage CIR Tier 1	N/A	N/A	N/A	N/A		Per 4 Kps unit	3,500	\$ -	N/A	N/A	N/A	\$ -
4	Usage CIR Tier 2	N/A	N/A	N/A	N/A		Per 4 Kps unit	1,500	\$ -	N/A	N/A	N/A	\$ -
5	Zero CIR Tier 1	N/A	N/A	N/A	N/A		Per 4 Kps unit	5,250	\$ -	N/A	N/A	N/A	\$ -
6	Zero CIR Tier 2	N/A	N/A	N/A	N/A		Per 4 Kps unit	2,250	\$ -	N/A	N/A	N/A	\$ -
7	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
8	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.6.7.4.a, Extended Frame Relay (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9	Expedite			10	\$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	\$ -
10					\$ -				\$ -			\$ -	\$ -
11					\$ -				\$ -			\$ -	\$ -
12					\$ -				\$ -			\$ -	\$ -
13	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
14	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

The Score Earned as a result of the above evaluation is then multiplied times the specific Assigned Weight of the RFP requirement, resulting in the actual Points Earned for that requirement. The potential Maximum Available Points for each scored RFP requirement is the highest possible Score Earned (5) times the requirement's Assigned Weight. The total Maximum Available Points for all scored RFP requirements is 15,000. The RFP's scored requirements, their Assigned Weight and Maximum Available Points are listed in Table 9.5.3-B, below.

Table 9.5.3-B, Possible Scored Technical Evaluation Points

Note that the figures in those rows that are in **bold type** are a sum of the figures contained in that row's subsections.

RFP Section Number	RFP Section Title (includes all RFP subsections)	Assigned Weight	Maximum Available Points	<i>Score Earned 0 - 5</i>	Points Earned
5.3	Bidder Responsibility (see Section 9.5.3.2, below)	100	500		
5.22	Customer References (see Section 9.5.3.1, below)	25	125		
6.1	Compliance with Section 4	50	250		
6.1.1	Commitment to State Vision	50	250		
6.3	Voice Network Services	270	1,350		
6.3.1	Voice Network Design	100	500		
	Interoperability	20	100		
	Scalability	20	100		
	Survivability	20	100		
	Redundancy	20	100		
	Diversity	20	100		
6.3.6	Advanced Intelligent Network Services	25	125		
6.3.7	Toll Free Services	20	100		
6.3.8	Toll Free Enhanced Call Routing (ECR)	30	150		
6.3.12	Calling Card Services	10	50		
6.3.13	Audio Conferencing	20	100		
6.3.14	Network Automatic Call Distributor	30	150		
6.3.15	Intelligent Call Routing	35	175		
6.4	Voice Line-Side Services	280	1,400		
6.4.1	Minimum Requirements	30	150		
6.4.2	Measured Business Line Services	25	125		
6.4.3	Central Office Exchange - Basic Services	50	250		
6.4.4	Central Office Exchange - Enhanced Services	50	250		
6.4.5	Call Center Services	25	125		
6.4.7	Central Office Trunk Services	20	100		
6.4.8	Voice Mail Services	25	125		
6.4.9	Interactive Voice Response (IVR) Services	25	125		
6.4.10	Existing Consolidated Services	30	150		
6.5	Voice Network Operations and Management	100	500		
6.5.1	General Description	25	125		
6.5.3	Disaster Recovery and Emergency Operations	75	375		

RFP Section Number	RFP Section Title (includes all RFP subsections)	Assigned Weight	Maximum Available Points	<i>Score Earned 0 - 5</i>	Points Earned
6.6	Data Services (6.6.1 Data Network Design)	325	1,625		
	Interoperability	50	250		
	Scalability	50	250		
	Survivability	50	250		
	Redundancy	50	250		
	Diversity	50	250		
	Security	50	250		
	Ubiquity	25	125		
6.7	Data Network Operations and Management	125	625		
6.7.1	General Description	25	125		

RFP Section Number	RFP Section Title (includes all RFP subsections)	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
6.7.3	Disaster Recovery and Emergency Operations	100	500		
6.8	Alternate Technologies	175	875		
6.8.1.1	CO Network-Based VoIP Design Model	55	275		
6.8.1.2	Premises-Based Fully Managed VoIP Design Model	55	275		
6.8.2	MPLS Services	25	125		
6.8.2.1	MPLS Design Model	20	100		
6.8.3	Managed IP Based Video Conferencing Services	10	50		
6.8.4	Net Conferencing	10	50		
6.9	Cable and Wire Facilities	50	250		
6.9.2.1	Locating and Marking Services	10	50		
6.9.2.2	Emergency Restoration Services-Fiber Loop	10	50		
6.9.3.1	Underground Service Alert Lookups	10	50		
6.9.5	Services Related Hourly Support	20	100		
6.11	End User Support	150	750		
6.11.1	General Requirements	40	200		
6.11.2	Planning	25	125		
6.11.3	Design	25	125		
6.11.4	Provisioning and Implementation	25	125		
6.11.5	Marketing Requirements	10	50		
6.11.6	Training Requirements	25	125		
6.12	Invoicing Services	175	875		
6.12.1	Invoicing System Requirements	100	500		
6.12.2	Invoice Content Requirements	75	375		
6.12.6	CALSTARS	0	0		
6.13	Contractor Provisioning Performance	100	500		
6.13.1	Networked Provisioned Voice Services	50	250		
6.13.2	Site Work	25	125		
6.13.3	Contracted Service Project Work	25	125		
6.14	Client Advocacy	150	750		
6.14.1	Customer Service Center	120	600		
6.14.2.1	Escalation Plan	10	50		
6.14.2.2	Technical Resources	10	50		
6.14.2.3	Network Outage Response	10	50		
6.15	Service Level Agreements (SLAs)	350	1,750		
6.15.4	Table A - Data SLAs	200	1,000		
6.15.5	Table B - Voice and Line Side SLAs	50	250		
6.15.6	Table C - Contract Management & Client Services	50	250		
6.15.9	Installation Interval SLAs	50	250		
6.16	Fiscal Management	175	875		
6.16.1	Fiscal Management Database(s)	175	875		
6.17	Management Tools and Reports	200	1,000		
6.17.3	Client Trouble Ticket Reporting & Tracking System	100	500		
6.17.4	Service Provisioning & Tracking System	50	250		

64. ADMINISTRATIVE FEE

Contractor agrees to pay DGS/TD an administrative reimbursement as required and established by the DGS/TD. The administrative reimbursement shall be used to fund only DGS/TD activities, or DGS/TD funded State offices and activities. DGS/TD's objective is not to increase the administrative fee associated with any existing Service or establish an administrative fee associated with any new Service if when combined with Contractor's Contract rate for the Service the administrative fee raises the total price for the Service to a level that is non-competitive with similar services available in the telecommunications industry. Notwithstanding this objective in all events DGS/TD shall be entitled to an administrative fee increase equal to the Consumer Price Index (CPI) over the relevant Contract Term should an increase be required to fund DGS/TD activities or DGS/TD funded State offices and activities. The CPI is published by the U.S. Department of Labor, Bureau of Labor Statistics. For this Contract the following will be utilized: the CPI-U Index,; not seasonally adjusted; US city average area, all items series adjusted annually. Until the Contract has been awarded and the Contractor rates determined, DGS/TD is unable to determine administrative fee rates that will be applied on any service or services. Accordingly, and on behalf of DGS/TD, Contractor will bill, collect and remit a Contract administrative fee. The administrative fee may be applied to any and all contracted Services offered under this Contract. This fee shall be determined by DGS/TD and shall be included within the amount charged to those agencies obtaining Services pursuant to this Contract. The administrative fee reimbursement amount shall appear on the monthly billing summaries and monthly fiscal management reports delivered to DGS/TD.

- a. Contractor shall bill, collect and remit a check based on the amount billed for this administrative fee to DGS/TD on a monthly basis at no additional cost. The administrative fee shall be paid to DGS/TD no later than the 30th of the month, for the amount billed two months preceding. Contractor shall pay a late payment fee of the lesser of 0.5% per month, or the maximum amount permitted by law, on any such administrative fees not paid to DGS/TD when due. The fee will be based on DGS/TD costs to manage this Contract as well as perform other mandated functions and may be adjusted annually or as otherwise deemed necessary by DGS/TD, based on fiscal year projected requirements.
- b. Contractor agrees to provide monthly fiscal management reports identifying all Services implemented under this Contract to both DGS/TD and to the individual agency/customers as described in RFP Section 6.16.

65. INVOICES AND PAYMENTS

The consideration to be paid Contractor, as provided in this Contract, the RFP and the Proposal shall be in compensation for all of Contractor's expenses incurred in the performance hereof, including travel and per diem, unless otherwise provided in a writing executed by the State. Unless otherwise specified, invoices shall be sent to the address set forth herein. Invoices shall include the information set forth in the RFP and shall otherwise be consistent with the provisions of this Section and the RFP. State sales tax and/or use tax shall be itemized separately and added to each invoice as applicable. In addition, each invoice shall be in the form reasonably specified by the State (including whether issued as a single, aggregate invoice or separate invoices for different Services or entities) and shall (i) comply with all applicable legal, regulatory and accounting requirements, (ii) allow the State to validate volumes and charges, (iii) permit the State to chargeback internally, and (iv) meet the State's billing requirements. Each invoice shall include the pricing calculations and related data utilized to establish the charges. Invoices

with a name other than that established in the original Contract, including Attachment 8, cannot be paid prior to execution of a Contract Amendment. The data underlying each invoice shall also be delivered to the State electronically in a form and format compatible with the State's accounting systems. When provision is made for a testing period preceding acceptance by the State, the date of acceptance shall mean the date the Equipment, Software or Service was accepted by the State during the specified period. The backbilling limitation of charges shall be controlled by Government Code Section 911.2.

66. CONTRACTOR COMMITMENTS AND REPRESENTATIONS

Any written commitment by a duly authorized representative of Contractor within the scope of this Contract shall be binding upon Contractor. Failure of Contractor to fulfill any such commitment shall render Contractor liable for performance deficiency charges or other damages due to the State as set forth herein. Such written commitments include but are not limited to (1) any warranty or representation expressly made by Contractor as to Deliverables, Service, Equipment or Software performance, total System performance, or other physical design or functioning characteristics of a Machine or Software System, (2) any warranty or representation expressly made by Contractor concerning the characteristics of the items described in (1) above, made in any publication, drawings, or specifications accompanying or referred to in the Contract, and (3) any written notification of or affirmation or representation as to the above which is made by Contractor in or during the course of negotiations and which is incorporated into a formal amendment to the Contract.

67. SERVICE TO PUBLIC ENTITIES

In accordance with Government Code Section 14931, Contractor agrees to provide Service to all public agencies in the State pursuant to this Contract and hereby acknowledges that the State is not responsible for payment for Services rendered these entities. Contractor agrees that it shall have no recourse against the State for any act or omission of the local entity which arises from Contractor furnishing goods or Services pursuant to this Contract. Contractor understands and acknowledges that under this Contract the State neither promises nor guarantees any minimum amount of revenue for Contractor or minimum amount of Deliverables or Services to be purchased.

68. TERMINAL EQUIPMENT

Contractor agrees that no modifications to or replacement of the State's existing terminal Equipment will be made which would result in any cost to the State or local entity receiving the Service, unless specifically provided for under the terms of this Contract.

69. PROPRIETARY EQUIPMENT

Contractor agrees to accommodate all State and other authorized users which currently utilize proprietary Equipment associated with Contractor's proposed Services.

70. DATA SERVICES

Contractor agrees to provide an option for agencies to obtain the necessary Customer Premise Equipment ("CPE"), required to support data Services during transition to Contractor provided Services.

General Order 96-A
CPUC Decision 91-07-010
CPUC Decision 94-09-065
CPUC Decision 96-03-020

Consistent with State Contract oversight responsibilities, the following ICB price options conditions will apply:

- i. In the event that CPUC guidelines or Contractor's corporate processes as referenced herein are materially revised, Contractor shall obtain approval from DGS prior to presenting ICB pricing opportunities utilizing the changed guidelines or corporate processes.
- ii. DGS/TD will act as the approving authority where ICB price options are offered outside of Attachment 4 price schedules.
- iii. Contractor will provide DGS with monthly ICB pricing information that identifies: i) Customer, ii) location, iii) Service, iv) pricing, v) term, and vi) whether the offer was accepted or rejected.
- iv. Authorized users may not sign up for ICB pricing that extends beyond Term of this Contract, including any extension period(s).
- v. All Services with an ICB pricing option will contain a reference in the appropriate Attachment.
- vi. DGS may request that an ICB pricing option be evaluated for a customer.
- vii. DGS may request an explanation of ICB pricing options presented to or implemented for customers of this Contract.

71. FEDERAL UNIVERSAL SERVICE FUND

Federal Grant programs are available to schools and libraries under the Universal Service Fund. This program, also referred to as E-rate funding, provides supports to schools and libraries in accessing telecommunications services. Contractor agrees to:

- a. Provide Contract telecommunications Services to public entities qualified for Universal Service Fund Support;
- b. Be certified as a USAC;
- c. Meet Federal requirements for timeliness and accuracy in processing E-rate and other USAC program request and invoicing; and
- d. Ensure that DGS has pre-approved the use of Contract Services by public entities otherwise qualified for the Federal Universal Service Fund.

ATTACHMENT 8**SUBCONTRACTORS/BUSINESS PARTNERS AUTHORIZED TO BILL CALNET
CUSTOMERS FOR SERVICES PROVIDED**

Listed below are the Subcontractors and Business Partners that are authorized to submit invoices and receive payment for services provided under the authority of the CALNET II Contract.

Business NameAddress
